



DUNBAR

MEDICAL ASSOCIATES, PLLC

FAMILY PRACTICE • INTERNAL MEDICINE • PEDIATRICS

OFFICES: DUNBAR & TEAYS VALLEY

We welcome you to visit our website: www.dmawv.com

Patient Handbook

Locations

Dunbar Office
1100 Grosscup Ave
Dunbar, WV 25064
Phone: 304-768-8811
Fax: 304-768-4072
Script Line: 304-768-6151

Teays Valley Office
3752 Teays Valley Rd.
Hurricane, WV 25526
Phone: 304-757-3131
Fax: 304-757-8818
Script Line: 304-757-2932

Office Hours

Dunbar Office
Monday: 7am-5pm
Tuesday: 7am-5pm
Wednesday: 7am-5pm
Thursday: 7am-5pm
Friday: 7am-5pm
Saturday: CLOSED

Teays Valley Office
Monday: 8am-7pm
Tuesday: 8am-7pm
Wednesday: 8am-7pm
Thursday: 8am-7pm
Friday: 8am-5pm
Saturday: 8am-Noon

We are available 24 hours a day to assist you with urgent problems. After normal business hours, please call our answering service at 304-768-8811 or 304-757-3131 and leave a message. The answering service will then page the appropriate physician on call and relay your message. Please be advised, a return call from our provider could take 30 minutes. IF YOU REQUIRE IMMEDIATE ATTENTION, call 911 or proceed to the closest emergency room. The emergency room staff will contact our physician on call, if necessary.

Patient Centered Medical Home

Dunbar Medical Associates, a “patient centered medical home,” offers a unique care experience. Our primary focus is making certain you get the care you need. We work closely with community health organizations, physicians and hospitals to ensure the care you receive is comprehensive.

A “medical home” is about YOU. Caring about you is the most important job of a “medical home.”

A “medical home” is a medical office or clinic where a team of health professionals work together to provide a new, expanded type of care to patients. A “medical home” is like having an old style family doctor, but with a team of professionals using modern knowledge and technology to ensure high-quality, scientifically-based care. The care is personal, and the team’s job is to make sure you get the health care you need.

Your medical team at DMA will include your provider, physician assistants, registered nurses, LPN, patient educators, medical assistants, patient resource specialist, a care coordinator and in office staff. These team members are like having “health coaches” who help you get healthy, stay healthy, and get the care and services that are right for you. We do all we can to help you learn how to take care of yourself.

The practice functions most effectively if you provide a complete medical history for any care provided outside of the office. This is for your personal safety and for the community of the care.

Our Roles in Working Together

As your primary care provider, I will:

- Learn about you, your family, life situation, and health goals and preferences. I will remember these and your health history every time you seek care and suggest treatments that make sense for you.
- Take care of any short-term illness, long-term chronic disease, and your all-around well-being.
- Keep you up-to-date on all your vaccines and preventive screening test(s).
- Connect you with other members of your care team (specialists, etc.) and coordinate your care with them as your health needs change.
- Be available to you after hours for your urgent needs.
- Notify you of test results in a timely manner.
- Communicate clearly with you so you understand your condition(s) and all your options.
- Listen to your questions and feelings. I will respond promptly to you – and your calls – in

a way you understand.

- Help you make the best decisions for your care.
- Give you information about classes, support groups, or other services that can help you learn more about your condition and stay healthy.

We trust you, as our patient, to:

- Know that you are a full partner with us in your care.
- Come to each visit with any updates on medications, dietary supplements, or remedies you're using, and questions you may have.
- Let us know when you see other health care providers so we can help coordinate the best care for you.
- Keep scheduled appointments or call to reschedule or cancel as early as possible.
- Understand your health condition: ask questions about your care and tell us when you don't understand something.
- Learn about your condition(s) and what you can do to stay as healthy as possible.
- Follow the plan that we have agreed is best for your health.
- Take medications as prescribed.
- Call if you do not receive your test results within two weeks.
- Contact us after hours only if your issue cannot wait until the next work day.
- If possible, contact us before going to the emergency room so someone who knows your medical history can care for you.
- Agree that all health care providers will receive all information related to your health care.
- Learn about your health insurance coverage and contact HMSA if you have any questions about your benefits.
- Pay your share of any fees.
- Give us feedback to help us improve our care for you.

On Site CLIA COLA Certified Laboratory

DMA provides our patients with access to on-site testing including throat cultures, urinalysis, and blood tests among other available tests allowing for efficient testing procedures.

Patient Portal

Patients are having an ever increasing role as consumers of healthcare. The Patient Portal puts simple, but powerful tools into the hands of the patient allowing for more effective communication with their physician's practice, and allows the patient to contribute to their personal health record to promote coordinated care across their providers.

Features include:

1. Prescription Refill and Requests
2. Pre-registration and Patient Interview Process
3. Lab Results Review
4. Ask a Doctor/Ask a Nurse
5. Patient Education

Social Media

DMA is now on social media. Follow us on Facebook or Twitter @DunbarMedical. These sites will be updated with the most current information and upcoming events.

Frequently Asked Questions

What do I bring to an appointment?

1. Insurance cards
2. All current medications from ALL of your physicians
3. New patients – completed registration forms
4. Photo ID
5. Prescription refills
6. Co Pay – we accept cash, checks, and most major credit cards
7. Social Security Number
8. Any questions you may have for your provider

What do I do if I cannot keep my appointment?

If you are unable to keep your appointment, you must notify the office at least 24 hours prior to your scheduled appointment time. Please note we encourage all patients to keep regular follow-up visits with your provider. If you miss a scheduled appointment and are out of medication(s), we will continue the current medication regimen for up to 7 days and schedule a new appointment within 2 weeks. Please also note, we do track “No-Shows” on all patients. Multiple “No-Shows” may result in dismissal from the practice.

How do I refill my medication(s)?

Prescriptions need to be reviewed and refilled during your scheduled office visit. If you need a refill between visits, it is helpful to call the office at least three days before your supply runs out. If your prescription requiring a refill is a narcotic, it will require a 48 hour notification prior to it running out. The prescription line for our Dunbar office is (304) 768-6151. For our Teays Valley office call (304) 757-2932. The weekend and evening on-call doctor **WILL NOT** prescribe any narcotics; these must be done during office hours **ONLY**.

Be prepared to provide the following information:

1. Your full name
2. Date of birth
3. Name of your medication
4. Current symptoms (if applicable)
5. Daytime telephone number
6. Pharmacy
7. Allergies to medication

What is a physician assistant?

Physician assistants (PA's) are licensed health care professionals. PA's are taught to diagnose, treat, and manage illnesses. PA's are able to prescribe medications and order diagnostic tests. PA's are educated in a medical model designed to complement physician training.

What happens if I get hospitalized?

Our physicians maintain active privileges at Thomas Memorial Hospital in South Charleston, West Virginia.

During your hospitalization one of our physicians will visit you daily to assess your medical condition, order appropriate tests, and to make any required changes in your hospital plan of care. Prior to your hospital discharge, you will receive instructions for your follow-up care.

What services are available?

- Electronic Medical Records
- E-prescribing
- Office evaluation and medical treatment (newborn to adult)
- Comprehensive lab
- EKG
- Holter monitors
- Medicare Wellness Exams

Dunbar Medical Associates, PLLC's mission is to provide affordable, quality patient-centered care, empowering patients through health education and providing connection to community resources. We are constantly looking for ways to better serve you; please feel free to let us know what is on your mind. Suggestion boxes are available in our waiting rooms for your convenience.

